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DATE: June 29, 2005

TO: UNITED STATES PATENT AND TRADEMARK OFFICE
MAIL STOP AMENDMENT
ART UNIT 3621

Andrew T. Spence
Reg. No. 45,699

In re: Hein et al. Confirmation No. 1936
Appl. No. 09/656,678 Art Unit: 3621
Filed September 7, 2000
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION AND RESOLUTION
AND ASSOCIATED METHOD

Please process the attached RESPONSE TO OFFICIAL ACTION (7 pages) and fax confirmation to Andrew T. Spence at 704-444-1111. Thank you.

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.: 09/656,678 Confirmation No.: 1936
Applicant(s): Hein et al.
Filed: September 7, 2000
Art Unit: 3621
Examiner: Bayat, Bradley B.
Title: SYSTEM FOR ISSUE NOTIFICATION, PRIORITIZATION, AND RESOLUTION AND ASSOCIATED METHOD

Docket No.: 038190/202935
Customer No.: 00826

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO OFFICIAL ACTION
37 C.F.R. § 1.121

Sir:

In response to the Office Action dated March 31, 2005, please reconsider the above-identified application in view of the following remarks:

Remarks/Arguments begin on page 2 of this paper.